| TRAINING |
| --- |
| Describe the training which user staff receives to prepare them to use the system. |
|  |
| Are standard procedures manuals available for the workers? |
|  |
| Was training provided in a timely basis to allow for smooth implementation of the system? |
|  |
| Are provisions made for on-going training of new user staff? |
|  |
| Describe the training which technical staff received to enable them to operate and maintain the system. |
|  |
| Is management staff provided data for performance monitoring and to focus on areas where training may be necessary? |
|  |
| Are users manuals available on-line?  Policy manuals? |
|  |
| Are the users manuals updated in a timely fashion? |
|  |
| Who is responsible for changes to the manuals? |
|  |
| Are Help features available by individual data element |
|  |

| EBT TRAINING |
|---|
| Who was responsible for conducting EBT training at all levels: State and local staff, retailer staff, clients? |
| |
| Describe the training that State and local staff receives to prepare them for EBT?  Is this training integrated with the eligibility application training? |
| |
| Was training provided in a timely basis to allow for smooth implementation of the system? |
| |
| Describe the training that clients receive to prepare them for EBT? |
| |
| How far in advance of EBT go-live were clients informed through educational and promotional materials of the change in issuance? |
| |
| What types of materials were provided to the clients? |
| |
| How was client training provided?  Classes?  Video instruction? Local agency staff conducted? |
| |
| How receptive were clients to the training provided?  Would you suggest improvements? |
| |
| What client training provided at an appropriate time in advance of EBT go live? |
| |
| Describe the training that retailers receive to prepare them for EBT? |
| |
| What types of training and operations manuals were provided to the retailers? |
| |
| How was retailer training conducted?  What level of staff was included in the training? |
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